

JUN 29 2005

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DATE: June 29, 2005

TO: UNITED STATES PATENT AND TRADEMARK OFFICE  
MAIL STOP AMENDMENT  
ART UNIT 3621

Andrew T. Spence  
Reg. No. 45,699

In re: Hein et al.  
Appl. No. 09/656,678  
Filed September 7, 2000  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION AND RESOLUTION  
AND ASSOCIATED METHOD

Confirmation No. 1936  
Art Unit: 3621

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4

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JUN 29 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT

Appl. No.: 09/656,678  
Applicant(s): Hein et al.  
Filed: September 7, 2000  
Art Unit: 3621  
Examiner: Bayat, Bradley B.  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND  
RESOLUTION AND ASSOCIATED METHOD

Confirmation No.: 1936

Docket No.: 038190/202935  
Customer No.: 00826

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

RESPONSE TO OFFICIAL ACTION  
37 C.F.R. § 1.121

Sir:

In response to the Office Action dated March 31, 2005, please reconsider the above-identified application in view of the following remarks:

Remarks/Arguments begin on page 2 of this paper.